



# HUMAN RESOURCES DEPARTMENT

**City of Burlington**

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## EMERGENCY COMMUNICATIONS SUPERVISOR BURLINGTON POLICE DEPARTMENT

**POSTING DATE:** November 13, 2015

**RATE OF PAY:** \$48,568 /year

**EXEMPT/NON-EXEMPT:** Exempt

**DEADLINE TO APPLY:** December 7, 2015

**POSITION STATUS:** Regular Full Time

**CLASSIFICATION GRADE:** 17

**UNION:** Non-Union

**General Purpose:** This position is responsible for providing public safety dispatching services and front line supervision of Emergency Communication Specialists in the Burlington Police Department. It is highly accountable for the efficient and effective daily operations of the Emergency Communications Center.

### Essential Job Functions:

- Supervise and schedule Communications Center personnel and coordinate and plan for appropriate level of staffing for all shifts in Communication Center
- Monitor quality of Communications staff work product by reviewing documentation in CAD RMS, reviewing recordings of telecommunications interactions and interact with Departmental partners
- Articulate clear expectations for Communication Center staff
- Coach, mentor, develop and maintain documentation of employee development as it relates to quality control monitoring
- Actively promote the department mission, values, vision, direction and expectations
- Prepare and execute annual performance reviews of Communication Center employees with input from the Administrative Lieutenant
- Carry out the essential functions of an Emergency Communications Specialist
- Generate reports requested by Command in regards to calls to/from Police and Fire services
- Manage and make recommendations for the personnel budget for the Communication Center
- Partner with other Federal, State, Local law enforcement administrators as well as community partners as it relates to efficient communication and public safety operations in communications.
- Other duties as required

### Qualifications/Basic Job Requirements:

- Minimum 5 years of experience as Emergency Communications Specialist and minimum 3 years management/supervisory experience required
- Associates Degree in Communications or Business Required, Bachelor's in Communications or Business Preferred
- Knowledge of Police/Fire Operations Required
- Must have obtained and maintained VCIC/NCIC (Vermont Criminal Information Center/National Crime Information Center) and CJIS (Criminal Justice Information Sharing) Security Standards in the past
- Experienced in the operation of CAD RMS systems and various computer programs
- Must be able to effectively communicate verbally and in writing
- Must understand, abide by and promote Burlington Police Department rules, regulations, policies and directives
- Must successfully pass Department panel interview and background check
- Must have no felony or serious misdemeanor convictions
- Ability to effectively implement a variety of managerial principles including but not limited to leadership, oversight, mentoring, coaching and supervision to ensure department missions and proper staff development
- Ability to sit for long periods of time
- Ability to be professional and courteous with all City, State and Federal entities and members of the public
- Ability to act as an ambassador for the promotion of Department vision, mission, values, and goals to ensure a harmonious and professional work environment
- Ability to work nights, weekends and holidays and/or rotating shifts
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

**To Apply: Submit cover letter, resume and a City of Burlington Application to:** Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401. To obtain an application or for more information about the City of

Burlington, please see our website: [www.burlingtonvt.gov/HR](http://www.burlingtonvt.gov/HR). The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities.

For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

**WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.**